

FIG. 1

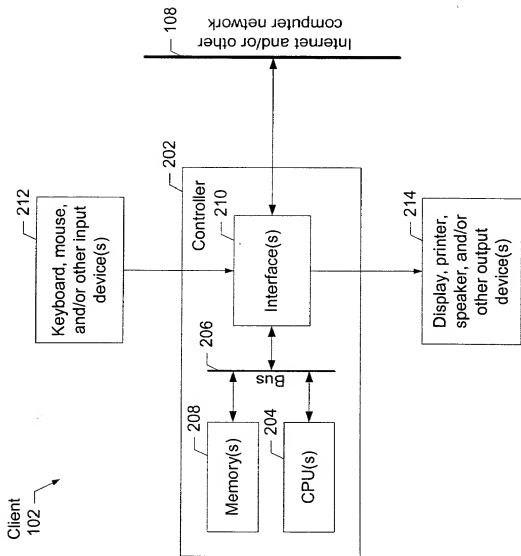


FIG. 2

Repair Scheduling Server

104

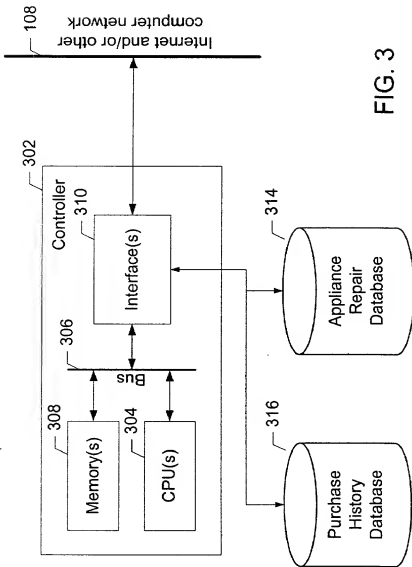


FIG. 3

FIG. 4

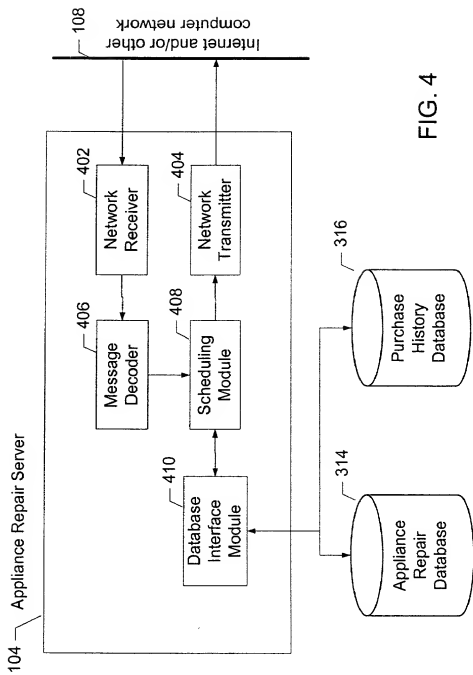


FIG. 4

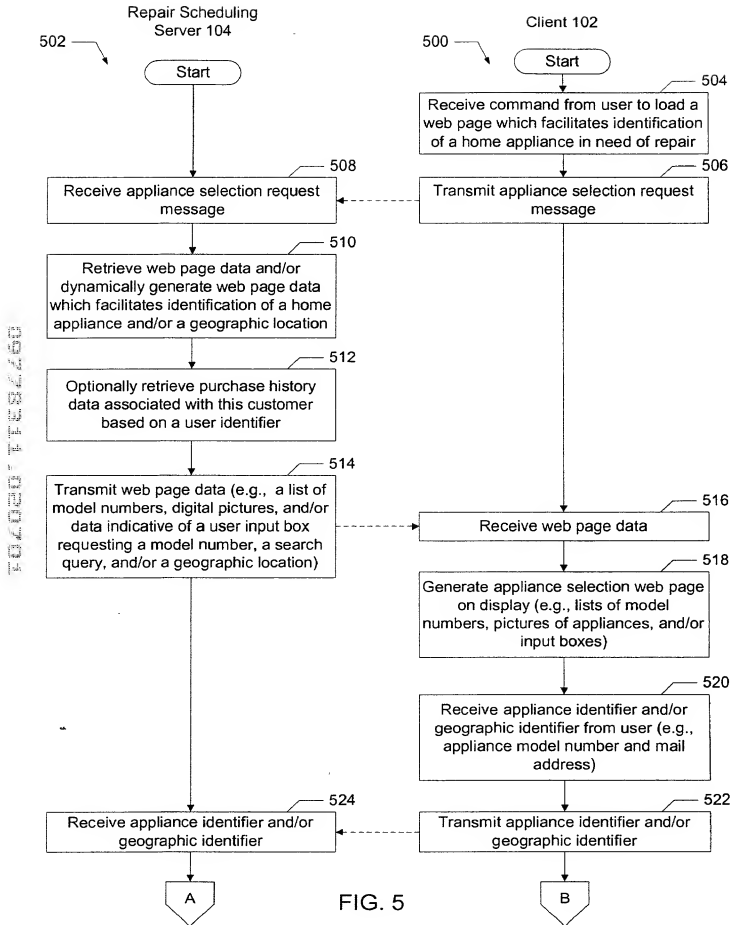


FIG. 6

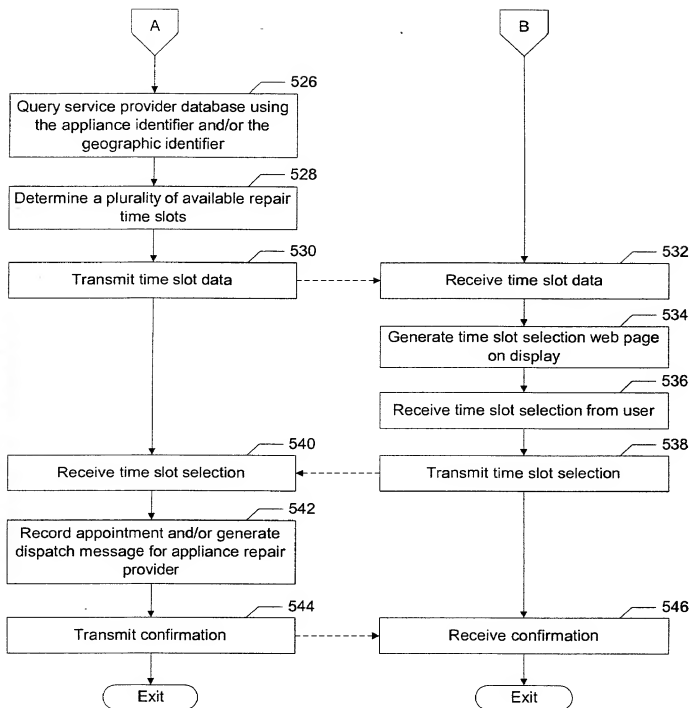


FIG. 6

1

Sears Appliance Repair Request - Microsoft Internet Explorer

To Schedule Repair Service
or Preventive Maintenance

Call Home Services for Heating & Air Conditioning Systems
and Ranging Lawn Mowers

Follow these steps to schedule your appointment.


Step 1: Please enter information about the item you want serviced.

Step 2: Review information and select a date for service.

Step 3: Enter enter your name, address and directions to your home.





That's it! You will receive a call before 9:00 AM on the day you scheduled to confirm an approximate time that our service technician will arrive.

If you need to cancel, re-schedule, or check status on service you have already placed, [click here](#).

Having trouble? [Click on Help Page](#), or click the  icons for specific field help

STEP ONE: SELECT YOUR TOP CHOICE PRODUCT

Items in bold must be filled in.

Item:	Select Merchandise Item	
Brand:	Select Brand	
purchased at Sears?	Yes	
Model Number:	For assistance, use our model number finder.	
Is item		

SEARS HomeCentral
1-800-4-MY-HOME®

Done

Internet

FIG. 8

097931102070

Sears: Appliance Repair Request - Microsoft Internet Explorer

Having trouble? Please See Our Help Page, or click the icons for specific field help.

STEP ONE **STEP TWO** **STEP THREE** **STEP FOUR** **STEP FIVE**

Items in bold must be filled in.

Item:

Brand:

Purchased at Sears?

Model Number:

Is item under a Sears or Manufacturer Warranty or Maintenance Agreement?

What seems to be the problem with your item?

Zip Code:

PartDirect
1-800-368-3637

GO BACK **CLEAR FORM** **NEXT STEP**


Questions or Comments, please contact our Webmaster.

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Done

Internet

FIG. 9

Having trouble? Please See Our Help Page, or click the  icons for specific field help

STEP ONE SELECT ONE OF YOUR PRODUCTS

Items in bold must be filled in.

Item:

Brand:

Purchased at Sears?

Model Number:

Is Item Under a Service Warranty or Maintenance Agreement?

What seems to be the problem with your item?

Zip Code:

GO BACK CLEAR FORM NEXT STEP

PartsDirect
1-800-366-PART


Questions or Comments, please contact our Webmaster.

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Internet

FIG. 10

2 Sears: Appliance Repair Request - Microsoft Internet Explorer

Having trouble? Please See Our Help Page, or click the  icon for specific field help

STEP ONE: PLEASE TELL US ABOUT YOUR PROBLEM

Items in bold must be filled in.

Item:

Brand:

Purchased at Sears?

Model Number:

Is Item Sold at Sears?

Warranty or Maintenance Agreement?

What seems to be the problem with your item?

Zip Code:

GO BACK CLEAR FORM NEXT STEP

PartsDirect
1-800-366-PART

Questions or Comments, please contact our [Webmaster](#).

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Internet

FIG. 11

how to find your model number

Click your category of appliance from the **Categories** list below to view a picture showing you where the model number is located on most appliances

For brand specific information about model number formatting conventions of major appliances, click the brand name in the **Brands** list

For further information about working with model numbers, [click here](#)

Categories

[Connector](#)
[Cooktop](#)
[Cooktop, down draft](#)
[Dehumidifier](#)
[Dishwasher](#)
[Dryer](#)
[Garbage Disposal](#)
[Oven, built in \(single or double\)](#)
[Range](#)
[Range Hood](#)
[Refrigerator](#)
[Refrigerator, side by side](#)
[Stackable Dryer](#)
[Stackable Washer](#)
[Washer](#)

Brands

[Amana](#)
[Caloric](#)
[Credex](#)
[Frigidaire](#)
[Gibson](#)
[General Electric](#)
[HotPoint](#)
[Jenn-Air](#)
[Kitchenaid](#)
[Master Care](#)
[Modern Maid](#)
[RCA](#)
[Toscan](#)
[Universal/Multi-Flex](#)
[White/Whitehouse](#)
[Whirlpool](#)

FIG. 12

how to find your model number

Check these locations on your appliances to find your model number. If you are unable to find your model number, call 1-800-828-6868. Please note that this information is not available 24 hours a day. Service is available from 9:00am to 11:00pm, Central Time, 7 days per week, to speak to a Sears parts professional.

dishwasher

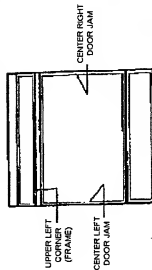
[GO BACK](#)

FIG. 13

Amana


Most model numbers should reflect the following numbering scheme.

Product	May proceed to follow "A"	Example Model Numbers	Further Conventions
Cooktop	K	AK2H30/P113546N	
Dehumidifier	DK	DK30	
Dishwasher	DC DU SC SU	DWA22AB/P1318601W ADU7000DWW/P1307508UD	
Dryer	LE LG LS	LE71001LB/PLEU101LB	An 'E' in one of the first three positions indicates the dryer is electric, a 'G' that it is gas-driven.
Freezer	ESU C	ESU12JWP/1179615W	
Microwave	C F M R	M84T	
Range	R G	AGS730LP/1141258NL	
Refrigerator	T B S	TX18MP/7858518W	

FIG. 14

FD4020 FEB 26 1998

Source Appliance Repair Request - Microsoft Internet Explorer

Having trouble? Please See Our Help Page, or click the  icon for specific field help

STEP ONE **PLEASE FILL OUT ABOVE FORM FIRST**

Items in bold must be filled in.

Item: Dishwasher

Brand: Amana

Purchased at Sears? Yes

Model Number: JWA224B/P1318601W
For assistance, visit our website: www.sears.com

Is Item Covered by Warranty or Maintenance Agreement? No Coverage

What seems to be the problem with your item? Leaking from the bottom

Zip Code: 60087

GO BACK CLEAR FORM NEXT STEP

PartsDirect
1-800-366-PART

Questions or Comments, please contact our Webmaster.

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View our Terms and Conditions, Privacy Policy, and Shipping Policy/Policy.

FIG. 15

Item to be repaired: Amara Dishwasher

Zip Code: 00067

For Repair Service: Our technician will review the repair costs with you before any work is done. If you decide not to have the unit repaired the charge will be \$0.00.



1-800-4-MY-HOME®

For Preventive Maintenance Checks: Should your appliance require any additional service, other than the Preventive Maintenance Check, our technician will review the additional repair cost with you before any work is done. If you decline to have the additional service completed, you will only be charged for the Preventive Maintenance.

You will receive a call before 9:00 AM on the day you schedule below to confirm an approximate time that our service technician will arrive.

Having trouble? Please [See Our Help Page](#) or click the icons for specific field help

STEP 1: 2: 3: 4: 5: 6: 7: 8: 9: 10: 11: 12: 13: 14: 15: 16: 17: 18: 19: 20: 21: 22: 23: 24: 25: 26: 27: 28: 29: 30: 31: 32: 33: 34: 35: 36: 37: 38: 39: 40: 41: 42: 43: 44: 45: 46: 47: 48: 49: 50: 51: 52: 53: 54: 55: 56: 57: 58: 59: 60: 61: 62: 63: 64: 65: 66: 67: 68: 69: 70: 71: 72: 73: 74: 75: 76: 77: 78: 79: 80: 81: 82: 83: 84: 85: 86: 87: 88: 89: 90: 91: 92: 93: 94: 95: 96: 97: 98: 99: 100: 101: 102: 103: 104: 105: 106: 107: 108: 109: 110: 111: 112: 113: 114: 115: 116: 117: 118: 119: 120: 121: 122: 123: 124: 125: 126: 127: 128: 129: 130: 131: 132: 133: 134: 135: 136: 137: 138: 139: 140: 141: 142: 143: 144: 145: 146: 147: 148: 149: 150: 151: 152: 153: 154: 155: 156: 157: 158: 159: 160: 161: 162: 163: 164: 165: 166: 167: 168: 169: 170: 171: 172: 173: 174: 175: 176: 177: 178: 179: 180: 181: 182: 183: 184: 185: 186: 187: 188: 189: 190: 191: 192: 193: 194: 195: 196: 197: 198: 199: 200: 201: 202: 203: 204: 205: 206: 207: 208: 209: 210: 211: 212: 213: 214: 215: 216: 217: 218: 219: 220: 221: 222: 223: 224: 225: 226: 227: 228: 229: 230: 231: 232: 233: 234: 235: 236: 237: 238: 239: 240: 241: 242: 243: 244: 245: 246: 247: 248: 249: 250: 251: 252: 253: 254: 255: 256: 257: 258: 259: 260: 261: 262: 263: 264: 265: 266: 267: 268: 269: 270: 271: 272: 273: 274: 275: 276: 277: 278: 279: 280: 281: 282: 283: 284: 285: 286: 287: 288: 289: 290: 291: 292: 293: 294: 295: 296: 297: 298: 299: 300: 301: 302: 303: 304: 305: 306: 307: 308: 309: 310: 311: 312: 313: 314: 315: 316: 317: 318: 319: 320: 321: 322: 323: 324: 325: 326: 327: 328: 329: 330: 331: 332: 333: 334: 335: 336: 337: 338: 339: 340: 341: 342: 343: 344: 345: 346: 347: 348: 349: 350: 351: 352: 353: 354: 355: 356: 357: 358: 359: 360: 361: 362: 363: 364: 365: 366: 367: 368: 369: 370: 371: 372: 373: 374: 375: 376: 377: 378: 379: 380: 381: 382: 383: 384: 385: 386: 387: 388: 389: 390: 391: 392: 393: 394: 395: 396: 397: 398: 399: 400: 401: 402: 403: 404: 405: 406: 407: 408: 409: 410: 411: 412: 413: 414: 415: 416: 417: 418: 419: 420: 421: 422: 423: 424: 425: 426: 427: 428: 429: 430: 431: 432: 433: 434: 435: 436: 437: 438: 439: 440: 441: 442: 443: 444: 445: 446: 447: 448: 449: 450: 451: 452: 453: 454: 455: 456: 457: 458: 459: 460: 461: 462: 463: 464: 465: 466: 467: 468: 469: 470: 471: 472: 473: 474: 475: 476: 477: 478: 479: 480: 481: 482: 483: 484: 485: 486: 487: 488: 489: 490: 491: 492: 493: 494: 495: 496: 497: 498: 499: 500: 501: 502: 503: 504: 505: 506: 507: 508: 509: 510: 511: 512: 513: 514: 515: 516: 517: 518: 519: 520: 521: 522: 523: 524: 525: 526: 527: 528: 529: 530: 531: 532: 533: 534: 535: 536: 537: 538: 539: 540: 541: 542: 543: 544: 545: 546: 547: 548: 549: 550: 551: 552: 553: 554: 555: 556: 557: 558: 559: 560: 561: 562: 563: 564: 565: 566: 567: 568: 569: 570: 571: 572: 573: 574: 575: 576: 577: 578: 579: 580: 581: 582: 583: 584: 585: 586: 587: 588: 589: 590: 591: 592: 593: 594: 595: 596: 597: 598: 599: 600: 601: 602: 603: 604: 605: 606: 607: 608: 609: 610: 611: 612: 613: 614: 615: 616: 617: 618: 619: 620: 621: 622: 623: 624: 625: 626: 627: 628: 629: 630: 631: 632: 633: 634: 635: 636: 637: 638: 639: 640: 641: 642: 643: 644: 645: 646: 647: 648: 649: 650: 651: 652: 653: 654: 655: 656: 657: 658: 659: 660: 661: 662: 663: 664: 665: 666: 667: 668: 669: 670: 671: 672: 673: 674: 675: 676: 677: 678: 679: 680: 681: 682: 683: 684: 685: 686: 687: 688: 689: 690: 691: 692: 693: 694: 695: 696: 697: 698: 699: 700: 701: 702: 703: 704: 705: 706: 707: 708: 709: 710: 711: 712: 713: 714: 715: 716: 717: 718: 719: 720: 721: 722: 723: 724: 725: 726: 727: 728: 729: 730: 731: 732: 733: 734: 735: 736: 737: 738: 739: 740: 741: 742: 743: 744: 745: 746: 747: 748: 749: 750: 751: 752: 753: 754: 755: 756: 757: 758: 759: 760: 761: 762: 763: 764: 765: 766: 767: 768: 769: 770: 771: 772: 773: 774: 775: 776: 777: 778: 779: 780: 781: 782: 783: 784: 785: 786: 787: 788: 789: 790: 791: 792: 793: 794: 795: 796: 797: 798: 799: 800: 801: 802: 803: 804: 805: 806: 807: 808: 809: 810: 811: 812: 813: 814: 815: 816: 817: 818: 819: 820: 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1681: 1682: 1683: 1684: 1685: 1686: 1687: 1688: 1689: 1690: 1691: 1692: 1693: 1694: 1695: 1696: 1697: 1698: 1699: 1700: 1701: 1702: 1703: 1704: 1705: 1706: 1707: 1708: 1709: 1710: 1711: 1712: 1713: 1714: 1715: 1716: 1717: 1718: 1719: 1720: 1721: 1722: 1723: 1724: 1725: 1726: 1727: 1728: 1729: 1730: 1731: 1732: 1733: 1734: 1735: 1736: 1737: 1738: 1739: 1740: 1741: 1742: 1743: 1744: 1745: 1746: 1747: 1748: 1749: 1750: 1751: 1752: 1753: 1754: 1755: 1756: 1757: 1758: 1759: 1760: 1761: 1762: 1763: 1764: 1765: 1766: 1767: 1768: 1769: 1770: 1771: 1772: 1773: 1774: 1775: 1776: 1777: 1778: 1779: 1780: 1781: 1782: 1783: 1784: 1785: 1786: 1787: 1788: 1789: 1790: 1791: 1792: 1793: 1794: 1795: 1796: 1797: 1798: 1799: 1800: 1801: 1802: 1803: 1804: 1805: 1806: 1807: 1808: 1809: 1810: 1811: 1812: 1813: 1814: 1815: 1816: 1817: 1818: 1819: 1820: 1821: 1822: 1823: 1824: 1825: 1826: 1827: 1828: 1829: 1830: 1831: 1832: 1833: 1834: 1835: 1836: 1837: 1838: 1839: 1840: 1841: 1842: 1843: 1844: 1845: 1846: 1847: 1848: 1849: 1850: 1851: 1852: 1853: 1854: 1855: 1856: 1857: 1858: 1859: 1860: 1861: 1862: 1863: 1864: 1865: 1866: 1867: 1868: 1869: 1870: 1871: 1872: 1873: 1874: 1875: 1876: 1877: 1878: 1879: 1880: 1881: 1882: 1883: 1884: 1885: 1886: 1887: 1888: 1889: 1890: 1891: 1892: 1893: 1894: 1895: 1896: 1897: 1898: 1899: 1900: 1901: 1902: 1903: 1904: 1905: 1906: 1907: 1908: 1909: 1910: 1911: 1912: 1913: 1914: 1915: 1916: 1917: 1918: 1919: 1920: 1921: 1922: 1923: 1924: 1925: 1926: 1927: 1928: 1929: 1930: 1931: 1932: 1933: 1934: 1935: 1936: 1937: 1938: 1939: 1940: 1941: 1942: 1943: 1944: 1945: 1946: 1947: 1948: 1949: 1950: 1951: 1952: 1953: 1954: 1955: 1956: 1957: 1958: 1959: 1960: 1961: 1962: 1963: 1964: 1965: 1966: 1967: 1968: 1969: 1970: 1971: 1972: 1973: 1974: 1975: 1976: 1977: 1978: 1979: 1980: 1981: 1982: 1983: 1984: 1985: 1986: 1987: 1988: 1989: 1990: 1991: 1992: 1993: 1994: 1995: 1996: 1997: 1998: 1999: 2000: 2001: 2002: 2003: 2004: 2005: 2006: 2007: 2008: 2009: 2010: 2011: 2012: 2013: 2014: 2015: 2016: 2017: 2018: 2019: 2020: 2021: 2022: 2023: 2024: 2025: 2026: 2027: 2028: 2029: 2030: 2031: 2032: 2033: 2034: 2035: 2036: 2037: 2038: 2039: 2040: 2041: 2042: 2043: 2044: 2045: 2046: 2047: 2048: 2049: 2050: 2051: 2052: 2053: 2054: 2055: 2056: 2057: 2058: 2059: 2060: 2061: 2062: 2063: 2064: 2065: 2066: 2067: 2068: 2069: 2070: 2071: 2072: 2073: 2074: 2075: 2076: 2077: 2078: 2079: 2080: 2081: 2082: 2083: 2084: 2085: 2086: 2087: 2088: 2089: 2090: 2091: 2092: 2093: 2094: 2095: 2096: 2097: 2098: 2099: 2100: 2101: 2102: 2103: 2104: 2105: 2106: 2107: 2108: 2109: 2110: 2111: 2112: 2113: 2114: 2115: 2116: 2117: 2118: 2119: 2120: 2121: 2122: 2123: 2124: 2125: 2126: 2127: 2128: 2129: 2130: 2131: 2132: 2133: 2134: 2135: 2136: 2137: 2138: 2139: 2140: 2141: 2142: 2143: 2144: 2145: 2146: 2147: 2148: 2149: 2150: 2151: 2152: 2153: 2154: 2155:

Send Appliance Repair Request - Microsoft Internet Explorer
 Having trouble? Please See Our Help Page, or click the icon for specific field help

SEND REQUEST **STATUS LIST OF REQUESTS** **ABOUT** **CONTACT**

Items in bold must be filled in.

First Name:

Middle Initial:

Last Name:

Address

Apartment Number

City:

State:

Zip Code: 60067

Home Phone Number:

Alternate Phone Number

Major Cross Streets / Special Delivery Instructions

E-mail Address

GO BACK **CLEAR FORM** **RESET STEP**

Internal

FIG. 17

Appliance Repair Online Help Page



Scheduling repair service online is easy with Sears HomeCentral. Our 14,000 repair specialists guarantee to fix your appliance right. 1-800-4-MY-HOME®

This online service is available to all United States residents. As of this time, we cannot accept requests for services outside of the United States.

To schedule repair service, there are three easy steps that must be performed.

Step 1: Enter information about the item you want serviced.

Step 2: Review information and select a date for service.

Step 3: Enter your name, address and directions to your home.

You will then be presented a confirmation that service has been scheduled and, if you elect, you will receive an E-mail confirming your request.

[View Service Order Status](#)

[Cancel Service Order](#)

[Re-schedule Service Order](#)

[GO BACK](#)

(For each step, certain information must be supplied for us to set up your service. Some information is marked "mandatory." There are also some information marked "optional." This information will allow our service technicians to provide better and faster service as they repair your product.)

Internet

FIG. 18

Sears

Step 1: Enter Your Merchandise

In order for us to provide you with dates our technicians are available, and the many charge of service, we need to know what product requires service and where it is located.

Merchandise Item (Mandatory) - This drop down list contains all items and systems that may be scheduled online. If your item is not on this list, we cannot schedule it electronically. Please call 1-800-469-4663 for further assistance.

Brand (Mandatory) - This drop down list contains the brands serviced by Sears HomeCentral. Please select the brand of your appliance.

Purchased at Sears (Mandatory) - This drop down list contains three values (Yes, No and I Don't Know). Please enter whether you purchased your appliance at Sears. If you answered "No" or "I Don't Know", this information will not affect the available dates or charges.

Model Number (Optional) - If you know the model number, please enter it in this field. This information helps our technicians prepare for your service call. This information can usually be found on the appliance itself.

Warranty or Maintenance Agreement - Select whether your appliance falls under the manufacturer's warranty or a Sears maintenance agreement.

Warranty coverage varies by product, place of purchase and date of purchase. Please select the appliance for which you are requesting service may be covered under a warranty, please call our toll free number for further assistance.

Sears Maintenance Agreements provide coverage for repairs as well as regular annual preventive maintenance checks. The covered appliances are listed under the Sears Maintenance Agreements section. If you are interested in scheduling for service, please call our toll free number for further assistance.

If you are interested in purchasing or learning more about Maintenance Agreements from Sears, please call 1-800-4MY-HOME (1-800-469-4663) for further assistance 24 hours a day, 7 days a week.

FIG. 19

Smart Appliance Repair Request - Microsoft Internet Explorer

16 X

What seems to be the problem with your product? (Mandatory)

- This information is used to give the technician a quick explanation as to what is wrong with the appliance. Some examples may be:
Leaking from the bottom.
Doesn't get cold enough.
Gasket around left door is torn.

Zip Code (Mandatory) - This information is used to properly route your service request. Enter your five digit zip code where the appliance is located.

Once you have filled out the mandatory fields you may click one of the two buttons at the bottom to proceed.

Next Step - Allows us to retrieve minimum charges and available dates information for you.

Clear Form - Clears all entries back to default values.

GO BACK

Step 2: Review Charges and Dates Information

During step two (Page two) you will be presented the minimum charges and available dates that we may provide service on.

Once you review the minimum charge information, select the date that is most convenient for you so that we may continue processing your request.

Please Select a Date (Mandatory) - This box contains up to the next seven available dates for service. To select a date on technician's calendar, click on the date you desire. For emergency service, please call 1-800-4MY-HOME (1-800-469-4663). If you desire service on a date after the last day presented, please call 1-800-4MY-HOME (1-800-469-4663) or visit our site approximately one week in advance of the day you desire.

Preferred Service Time (Optional) - To accommodate your busy schedule, our technicians make every effort to be flexible in the time that they can service your appliance. To select a preferred block of time, click one of the time preference checkboxes.

Internet

FIG. 20

3 Sears Appliance Repair Request - Microsoft Internet Explorer

Preferred Service Time (Optional) - To accommodate your busy schedule, Sears technicians make every effort to be flexible in the time that they can service your appliance. To select a preferred block of time, click one of the time preference checkboxes.

- ☐ Any Time - Any time within 7:00 AM to 7:00 PM.
- ☐ Morning - From 7:00 AM until 1:00 PM.
- ☐ Afternoon - From 1:00 PM until 7:00 PM.

The repair specialist will call you prior to 9 AM, on the day you have selected, to schedule a more exact time.

After you have made your selections, please click one of the two buttons below to continue

Next Step - Will continue to a customer information page.

Decline Service - If for any reason you choose not to schedule service, this button will end your request. No customer specific information pertaining to the fields entered will be maintained.

[GO BACK](#)

Step 3: Enter Customer Information
The final step allows you to enter your name, address and directions so we may process your request. This page contains:

First Name (Mandatory) - Enter your first name in this field. If your name is longer than 11 characters, please enter the first 11 characters.

Middle Initial (Optional) - This field may contain a one character middle initial.

Last Name (Mandatory) - Enter your last name in this field. If your name is longer than 18 characters, please enter the first 18 characters.

Street Address (Mandatory) - This field is the address where the appliance to be repaired is located. Generally the format is:

FIG. 21

104020-1123460

Scans Appliance Repair Request - Microsoft Internet Explorer

Street Address (Mandatory) - This field is the address where the appliance will be located. Generally the format is: apt #, 1234, anywhere you want to put it.

- o We cannot accept requests for PO boxes.

Apartment Number - If you live in an apartment please enter the apartment number, otherwise, leave blank.

City (Mandatory) - Enter the city which corresponds to the zip_code entered in step one.

State (Mandatory) - Select from the drop down list the state that corresponds to the zip_code entered in step one.

Zip Code - This label is the information you entered in step 1.

Phone Number (Mandatory) - This 10 digit field is your primary phone. We reference all future.assessments@scans.com through this number.

- o The format is: (123) 456-7890
- o We cannot electronically accept extensions.

Alternate Phone Number - If you have an alternate phone number where you can be contacted, please enter this optional 10 digit phone number.

- o The format is: (123) 456-7890
- o We cannot electronically accept extensions.

Cross Streets - This provides our technicians with driving directions. If you live on a Rural Route, this mandatory field must be entered with the closest cross street. If you do not live on a rural route this field is optional.

E-mail Address - If you would like an E-mail sent to you confirming your request was made, enter your E-mail address. This information is used for confirmation purposes only and is not maintained beyond your visit to our website. We cannot guarantee that we will have a generally accepted format of someone@somewhere.com.

After you have made your selections, please click one of the two buttons below to continue.

Next Step - Will continue to present a recap screen.

Internet

FIG. 22

2 Step: Appliance Repair Request - Microsoft Internet Explorer

Next Step - Will continue to present a recap screen.

Clear Form - Clears all entries back to default values

GO BACK

Recap Screen
This screen is used to allow you to confirm the information you entered as correct. After you have entered the information please click one of the two buttons below to continue.

Submit Request - Allows us to schedule service for you. This may take a few moments.

Modify Request - returns you to Step 1, so that you may modify any information you entered.

GO BACK

Confirmation Screen
After you have submitted your request, we will schedule the service for you. After successful scheduling, you will be presented with a screen to confirm this has been completed. If after receiving this screen you have any further questions or to modify the request, please call 1-800-451-1000 or 1-800-162-1663. When calling, please use the primary phone number that you entered so we may reference your specific request as quickly as possible.

GO BACK

Notification Screens
Unfortunately, due to several conditions it may not be possible for us to complete your appliance repair request. In this event you will be presented a screen informing you of this and a message to call our toll free number.

Internet

FIG. 23

Notification Request: Under several conditions it may not be possible for us to complete your appliance repair request. In this event you will be presented a screen informing you of this and a message to call our toll free number for further assistance.

GO BACK

View Service Order Status

To view the status of a service order, enter your Home Phone number and Zip Code. Once the status of your service order is determined, you can schedule service or wish to elect all service orders that you have pending will be displayed if no service order number is provided.

Phone Number (Mandatory) - This 10 digit field is your primary phone. We reference all future correspondence through this number.

- The format is: (123) 456-7890
- We cannot electronically accept extensions.

Zip Code (Mandatory) - The information is used to properly route your service request. Enter your five digit zip code where the appliance is located.

Service Order Number - This will help determine the exact service order that you wish to view, please enter the number if you have multiple service orders pending. Only service orders scheduled via the web will have a service order number.

GO BACK

Cancel Service Order

To cancel a service order, enter your Home Phone number and your Zip Code. Enter the service order number if you have one for the scheduled service you wish to cancel. You will also be asked for the reason you wish to cancel and your E-mail address.

FIG. 24

Sears Appliances Repair Request - Microsoft Internet Explorer

Cancel Service Order

To cancel a service order, enter your Home Phone number and your Zip code. Then, enter the reason you wish to cancel. You will also be asked for the reason you wish to cancel and your E-mail address.

If your service order has been successfully cancelled, you will receive an E-mail (if E-mail address is provided) or a phone call from Sears. **Service Orders cannot be cancelled the day before it is scheduled.**

Cancel Reason (Mandatory) - Enter the reason you are cancelling the service order.

E-mail Address - If you would like an E-mail sent to you confirming the cancellation was successfully completed, enter your E-mail address. This information is required. We will not send you any E-mails after the scheduled service visit to our site. We can only accept E-mails that have a generally accepted format of someone@somewhere.com.

GO BACK

Re-schedule Service Order

To re-schedule a service order, enter your Home phone number and your zip code. Enter the service order number if you have one for the scheduled service you wish to re-schedule. You will be asked for the reason you wish to re-schedule your E-mail address, and to choose the new date and time for the service order.

If your service order has been successfully re-scheduled, you will receive an E-mail (if E-mail address is provided) or a phone call from Sears. **Service Orders cannot be re-scheduled the day before it is scheduled.**

Re-schedule Reason (Mandatory) - Enter the reason you are re-scheduling the service order.

E-mail Address - If you would like an E-mail sent to you confirming the re-scheduling was successfully completed, enter your E-mail address. This information is required. We will not send you any E-mails after the scheduled service visit to our site. We can only accept E-mails that have a generally accepted format of someone@somewhere.com.

FIG. 25

[GO BACK](#)**Re-schedule Service Order**

If you wish to re-schedule a service order, enter your Home phone number and your zip code in the Home phone number field. If you have one for the scheduled service you wish to re-schedule, enter the reason you wish to re-schedule, your E-mail address, and to choose the new date and time for the service order.

If your service order has been successfully re-scheduled, you will receive an E-mail (if your E-mail address is provided) or a phone call from Sears. **Service Orders cannot be re-scheduled the day before it is scheduled.**

Re-schedule Reason (Mandatory) - Enter the reason you are re-scheduling the service order.

E-mail Address - If you would like an E-mail sent to you confirming the re-scheduling was successfully completed, please enter your E-mail address. This information is used for confirmation purposes only and will not be shared beyond your visit to our site. We can only accept E-mails that have a generally accepted format of someone@somewhere.com.

[GO BACK](#)**Further Service**

If you would like to speak to one of our operators to assist you, please call our 24-hour, 7 day a week toll free number at **1-800-4NY-HOME (1-900-469-4663)**.

[GO BACK](#)

Questions or Comments, please contact our [Webmaster](#).

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Internet

FIG. 26